

Consultation with Secure Tenants: Refurbishment, Fire Safety and Heat Network

Consultation with Secure and Introductory Tenants of Barandon Walk, Hurstway Walk and Testerton Walk



This is a statutory consultation as required by Section 105 of the Housing Act 1985. The statutory consultation is amongst the Council's Secure Tenants living at Barandon Walk, Hurstway Walk and Testerton Walk. Introductory Tenants are also invited to respond.

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About this statutory consultation

This document tells you about a consultation for secure tenants of Barandon Walk, Hurstway Walk and Testerton Walk. This is a statutory consultation under Section 105 of the Housing Act 1985 and the Council would like to hear the views of secure tenants who live in these buildings. “Secure Tenants” means those who have a secure tenancy agreement with the Royal Borough of Kensington and Chelsea as their Landlord.

It is called a statutory consultation because Secure Tenants of the Council have the right at law to be consulted when their landlord, the Council, is proposing to make changes to how it manages, maintains or improves homes and buildings that will affect Secure Tenants.

Introductory Tenants have also been included in the consultation: these are households who hold a tenancy on introductory terms (the introductory term is normally 12 months). If you are an Introductory Tenant, you will have been told this at the time you signed your tenancy agreement with the Council.

This consultation ends at 11:59pm on Sunday 23 August 2026. Those who wish to participate have several ways that they can contact the Council to give their views. Support is available to ensure that every Secure Tenant or Introductory Tenant who wants to participate in the consultation has an opportunity to do so.

The Council has appointed an independent adviser who can support those who wish to participate in the consultation to consider the proposals and contribute their opinions (see page 20). This support is provided free of charge.

Leaseholders and Shared Owners will have separate opportunities to understand how these proposals affect them and what the Council is proposing for Leaseholders and Shared Owners. Where required, there will also be separate statutory consultations with leaseholders in accordance with Section 20 of the Landlord and Tenant Act 1985 (as amended).

Why are we asking for your feedback?

Lancaster West Neighbourhood Team (“LWNT”) and the Royal Borough of Kensington and Chelsea (“the Council”) are undertaking a consultation with Secure Tenants of the Council who live in homes at Barandon Walk, Hurstway Walk and Testerton Walk

You will have received information about the refurbishment programme, fire safety works and the new renewable Heat Network in the past, and you may have been one of the residents involved in ‘co-designing’ the programme. Currently, LWNT is refurbishing some of the buildings on the Lancaster West Estate. At the Walkways these works started with the roof works and atria. The next works involve energy efficiency retrofit and refurbishment works to insulate external walls and replace windows and doors with energy-efficient versions. There will also be new equipment installed in each home to provide ventilation and heat recovery. The Council’s aspiration is to extend these types of refurbishment if possible to the other parts of the Estate, subject to funding, in line with the commitment made by central Government and the Council after the Grenfell Tower tragedy. The Council is also planning improvements to the buildings to improve fire safety.

Alongside the refurbishment programme, a new renewable heat network is also being created to provide heat and hot water to homes on the Estate and potentially a wider area in the future. The new renewable heat network is called the “Notting Dale Heat Network”. For those homes where heat is already provided by the Council (as is the case at Barandon Walk,

What is the Council proposing?

Hurstway Walk and Testerton Walk), in the future heat and hot water will be provided to these homes by this new renewable heat network.

This consultation is to explain all these plans in one document and to ask for the views of Secure Tenants and Introductory Tenants. This consultation is with those Secure and Introductory Tenants who live in these buildings within the Lancaster West Estate:

- Barandon Walk
- Hurstway Walk
- Testerton Walk

Together, these buildings are known as “The Walkways”. In the rest of this document, we refer to The Walkways to mean these three buildings.

By law, Secure Tenants of the Council have the right to be consulted under the requirements of section 105 of the Housing Act 1985 ('Section 105') on:

“matters relating to the management, maintenance, improvement or demolition of dwelling-houses let by the Council under secure tenancies or the provision of services or amenities in connection with such dwelling-houses (unrelated to charges for services or facilities provided by the Council) that will substantially affect secure tenants.”

No demolition of homes is being proposed.

This consultation (explained in this document and the accompanying letter) seeks the views of Secure and Introductory Tenants on the following proposals:

- the refurbishment programme, including improvements that will be made inside each flat – **these are described in the Part 1 Proposals**
- a set of fire safety improvements to be made at The Walkways, including sprinklers installed within each flat – **these are described in the Part 2 Proposals**
- the Council’s proposals for the new renewable heat network and specifically the Council’s intention to connect homes at The Walkways to the new renewable heat network – **these are described in the Part 3 Proposals**
- how the costs of heating and hot water usage will be charged to Secure Tenants in the future – **these are also covered within the Part 3 Proposals**
- the Council’s proposal to disconnect homes from mains gas for cooking purposes and to provide electrical alternatives for cooking – **these are also covered within the Part 3 Proposals**
- the support arrangements offered to help residents who have needs or circumstances that mean they will need alternative accommodation (either on a day-by-day basis during the working day or for a period overnight) whilst the works within the home are completed – the arrangements to support tenants are summarised in the **Support and Respite Proposals**

The Council is also interested in the views of other parties and owners who have an interest in residential property within The Walkways. In due course, the Council will be contacting leaseholders, shared owners and other types of stakeholder (including those leaseholders who are not living in a leasehold property as their main or primary home).

Once the consultation has been carried out and the Council has considered the responses received, the Council has fulfilled its statutory duty under Section 105 in relation to how these proposals affect Secure Tenants.

This consultation will be running until and including 23 August 2026.

If you'd like to tell us your views, please do so by 11:59pm on 23 August 2026.

You can see all the ways you can tell us your views on page 19.



For each Lot across the Estate (a Lot is a group of buildings that are similar and located nearby to one another), residents have been involved in three phases of co-design:

- **Phase 1 Initial Design Ideas:** Overall proposed refurbishment works – there were drop-in events, webinars and information was sent to residents.
- **Phase 2 Emerging Preferences and Choices:** Initial design co-design results were discussed with residents; and residents were presented with, models, pilots and new designs to help co-design the refurbishment of the block.
- **Phase 3 Finalising Detailed Designs:** residents were invited to engage on final design work and outstanding building elements for their block.

From Summer 2018 until now, we have engaged with residents on the refurbishment of the Estate. We began by asking about the changes they would like to see in their homes and buildings, followed by asking for their preferences and choices on the ideas and proposals presented for each building. We engaged with residents at each stage of design. First, we had the Initial Ideas and Design Phase (2020-21) where we presented the idea of a sustainable, energy efficient refurbishment to residents across the Estate. Next, we had the Emerging Preferences and Choices Phase (2021-2022), where we asked residents to give their preference and choices on key design elements. Now we are in Final Detailed Design Phase, which began on the estate in 2023 and is ongoing. Our co-design engagement took the form of surveys, webinars, in-person events and 1-2-1 direct engagement, ensuring all residents were given the opportunity to participate and have their voices heard.

Building on this co-design and engagement over several years, this consultation is a final step requirement and is intended to seek further views of Secure Tenants on the Council's proposals for the refurbishment of buildings and individual homes, the improvements to fire safety along with the proposal to connect homes to the renewable Heat Network and the removal of gas for cooking.

What will be the impact of the plans on residents and homes?

This section explains the Council's proposals in more detail and in three parts.

- **The Part 1 Proposals** explain the refurbishment programme that will bring energy efficiency benefits to every home along with other improvements. We have focused on explaining the improvements that will be made inside each flat lived in by a Tenant. These improvements complement the works that have already commenced in the communal parts of The Walkways (including works to replace the roof and atria).
- **The Part 2 Proposals** explain the fire safety improvements that will be made at The Walkways, including the plan to install sprinklers within each home.
- **The Part 3 Proposals** explain the new renewable heat network and specifically the Council's intention to connect homes at The Walkways to the new renewable heat network so that in the future, heat and hot water will be provided from the Notting Dale Heat Network. The new renewable heat network will provide equipment inside each home to provide heat and hot water and to meter (measure) the amount of heat and hot water consumed. In the future the costs of heating and hot water usage will be charged to Tenants on a variable basis, meaning that tenants pay for the heat and hot water they use. This is a change from the current arrangement where costs of heating and hot water are pooled across multiple homes. The Council also intends to disconnect homes from mains gas for cooking purposes and to provide electrical alternatives for cooking.

Part 1 Proposals: The Refurbishment Programme

The Council proposes as part of its Refurbishment Programme to make several improvements inside homes. These are:

Proposal	What the Council is proposing to do	What this will mean for tenants
Mechanical Ventilation with Heat Recovery (MVHR) system	To comply with building regulations when fitting the new windows, the Council proposes to install a Mechanical Ventilation with Heat Recovery (MVHR) system inside each home to reduce heat loss through air while ensuring fresh air is supplied to the property. MVHRs also significantly reduce the risk of condensation and mould, as well as reducing dust and pollen in the home. An MVHR system regulates air flow and temperature within the home. An MVHR system is essential to reduce condensation as other energy efficient measures (insulation and windows) are installed to the building. The MVHR system consists of a unit and ceiling ducting to every room bringing in fresh filtered air and removing stale air whilst recovering heat. The MVHR unit consumes electricity when it is in operation.	The MVHR system consists of a main unit and ceiling ducting to every room. Homes will benefit from the recovered heat energy (reducing the heat required to heat the home) and will have improved air quality. After installation, the MVHR unit will require periodic maintenance and cleaning of filters so that it continues to function correctly.

Proposal	What the Council is proposing to do	What this will mean for tenants
Window replacement	The Council plans to replace the windows in each home with modern, insulating windows.	Homes will benefit from a reduction in draughts and will be more energy efficient, meaning homes require less heating to be comfortable compared to the current windows. The windows will be slightly smaller in some locations to allow for external wall insulation to be installed along the window.
Asbestos removal	The Council intends to safely remove asbestos from within flats whenever this is located where refurbishment works are going to be carried out.	
Fire door improvements	The Council intends to install fire doors to the front doors of flats (where fire safety doors have not already been installed). Front doors will be upgraded with new doors (for those homes where doors have not already been upgraded).	Replacement doors will offer a greater degree of protection in a fire compared to an external door that is not fire-rated.

Proposal	What the Council is proposing to do	What this will mean for tenants
TV and Broadcast media Reception System	The Council is exploring an option to replace the current communal system for reception of TV and broadcast media (IRS) as part of the works due to low uptake and planned obsolescence of much of the service. We are proposing to provide the same services to those who currently use the IRS system through new TV boxes which use a broadband internet connection. We will also remove all individual satellite dishes and TV aerials from the walls of the blocks which are not compatible with the external wall insulation system. Where these are still operational, we will help residents to transfer to broadband based services with the same provider (e.g. Sky dish to Sky Q).	The new system will remove external cabling which is vulnerable to damage from animals. It will be more reliable and will offer a greater number of types of connection than the previous systems.
Automatic Opening Vents (AOVs)	The Council is in the process of installing Automatic Opening Vents (AOVs) at the top of atria to replace the current roof lights wherever required by the Fire Safety Strategy.	These are part of the Fire Safety Strategy.
Atrium Windows	The council intends to replace the windows facing the atrium affecting upper-level flats with new modern fixed fire-rated windows. As these windows will be fully fire-rated without the need for additional measures, the council will also remove the current mechanical fire shutters that were fitted as a temporary measure over the largest non-fire-rated windows.	The new system will be safer and more robust as it does not rely on a mechanical fire shutter. The windows will also provide better insulation to the apartments. The windows will not open and will be slightly smaller in some locations to allow for the installation of insulation.

Proposal	What the Council is proposing to do	What this will mean for tenants
Door Entry System	The Council intends to install a Door Entry System which will mean an upgraded panel being installed inside each home (to answer the call from the entrance panel and operate the door).	This modern system will be reliable and also includes video of the caller. The panel has more options and features than the previous system.
External Wall Insulation (EWI)	The Council is installing External Wall Insulation (EWI) at The Walkways. This will necessitate some work carried out inside a small number of homes to install the structure to support the EWI system on the exterior wall. The sizes of windows in some locations may reduce to accommodate the EWI system.	The EWI will improve the insulation of the homes, making them warm in winter and cooler in summer. Homes will require less heat to make them comfortable in colder weather (compared to the current insulation).
Lobbies	As part of the current fire strategy the council is proposing to install new private entrance lobbies with new front entrance doors to some flats. Homes that require this change will be notified in due course.	The new lobbies will change the position and direction of the front doors so that they open in a safer position away from areas where smoke might accumulate in the event of a fire. The area of the flat will be increased slightly by the size of the new lobby.
Rooftop Terraces	The current timber pergolas on the top floor terraces are being replaced with new pergolas.	New, modern pergolas will be provided.

Proposal	What the Council is proposing to do	What this will mean for tenants
Balconies	The addition of External Wall Insulation to the façade of the building will slightly reduce the size of balconies. New railings will be installed on all balconies and on selected balconies brickwork will be replaced with railings. The decking and railings will be renewed. Soffits and areas under the decking will be insulated, which means the distance from the deck to the soffit above in some balconies will be reduced.	The replacement railings have been chosen to mitigate some of the effect of reducing the size of the balconies. Any awnings, fixed canopies or other structures that may have been installed previously on individual balconies will be removed.

The Council proposes to make improvements outside homes to the fabric of the building (the external walls, floors, roofs). These improvements will benefit all homes.

These proposals are:

Proposal	What the Council is proposing to do	What this will mean for tenants
External Wall Insulation (exterior)	The Council is installing External Wall Insulation (EWI) at The Walkways. This will have an important impact on energy efficiency of the building and the homes within each building.	Homes and the building will be better insulated, improving energy efficiency.
Roof works and improvement to the atria	A 'Warm Roof' is being installed as well as improvements to the atria which will improve energy efficiency, reduce leaks of rainwater and improves fire safety (the AOVs release any smoke that might build up in the atria).	The building will be better insulated, improving energy efficiency. Safety improves due to the AOVs.

Part 2 Proposals: Fire Safety Improvements

The Council proposes to make changes that will improve fire safety. These proposals are:

Proposal	What the Council is proposing to do	What this will mean for tenants
The Council intends to install a sprinkler system inside each home	As part of a package of fire safety improvements for The Walkways, the Council intends to install a sprinkler system inside every home. Sprinklers have been required by the Fire Safety Strategy for the Walkways. The Fire Safety Strategy has been written by independent consultants.	The sprinkler system will be installed inside each home. This is a safety feature. An individual sprinkler will only operate in the case of a fire starting or spreading in that home.
The Council intends to install a Fire Alert System panel inside each home	As part of a package of fire safety improvements for The Walkways, the Council intends to install a Fire Alert System panel inside every home. These panels are a requirement of the Fire Safety Strategy for the Walkways.	The Fire Alert System panel is a small panel which is about the size of a smart phone, attached to the wall inside the home and next to the door entry system. The Panel is to allow communication from the Fire Brigade to residents in the case of an emergency.

Part 3 Proposals: New renewable Heat Network and removal of gas for cooking purposes

Proposal	What the Council is proposing to do	What this will mean for tenants
Connect homes to the new renewable heat network to provide hot water and heat	A new renewable heat network is being constructed for the Estate which will replace the existing district heating systems, including the system providing heat and hot water to homes at The Walkways. In the future, homes at The Walkways will be connected to this new renewable heat network and will receive heat and hot water from the heat network instead of a localised boiler. A Heat Interface Unit (“HIU”) is a device that marks the separation between the communal heating system, and household heating system. An HIU (about the size of a domestic boiler) will need to be located within each home. Radiators optimised for the new renewable heat network will also be provided, replacing the existing radiators.	This means residents will receive heating and hot water to their homes from the new renewable heat network. Space will need to be found within each home to accommodate the HIU. Radiators may need to be replaced.
Heat availability and control	Tenants will gain control of their heating and hot water via a smart thermostat which works with the HIU. In the future, heat will be available whenever residents want it and will not be restricted to certain months of the year/times of the day. Hot water will continue to be provided on a constant basis.	The control of heating means that tenants have more comfort and choice.

Proposal	What the Council is proposing to do	What this will mean for tenants
Boosted Cold Water supply	As part of the new renewable heat network works, most buildings will also be provided with Boosted Cold Water which is provided within the building to serve all flats.	This will improve the consistency of water flow to the buildings.
Mains gas will be removed from homes including for cooking	The Council's intention is that gas will be removed from Lancaster West Estate. Homes that currently have an individual gas connection will have this disconnected. Electric alternatives for cooking (for example, electric induction hobs and ovens) will be provided by the Council.	Homes that currently use gas for cooking will be offered alternative, electrical cooking.
Metering and billing arrangements	When homes are connected to the Notting Dale Heat Network, residents will receive heat and hot water from the heat network instead of the existing communal network. Government legislation requires that a Heat Meter is installed to in each home to measure heat used and this information will be used to calculate residents' bills for heat and hot water. The heat meter will usually be located within the Heat Interface Unit. Charges for heat and hot water will vary according to the amount of heat and hot water used by each home, and smart controls will allow occupants to control the heat according to their needs. These arrangements will be compliant with the regulatory requirements for heat networks.	In the future, heat and hot water charges will be variable based on consumption of heat. This will not affect housing benefit. These charges for heat and hot water will continue to be paid to the Council (as they are currently).

The works to construct the new renewable Heat Network on the Estate have already commenced. These are the works in the street and between the buildings, and in some communal areas within buildings on the Estate.

Support and Respite Proposals

There will need to be work done inside every home to achieve the proposals explained in this document. Before works commence inside homes, the Council will arrange for surveys and planning visits to every home. At these visits the Council and its contractors will explain what works are required and discuss with residents how the works will be planned and scheduled. For some of the works, and especially for residents who have health needs or who require more support, it might be necessary to ask residents to be out of their home during the day so that the works can be completed. This is for health and safety reasons as well as for reasons of comfort. The Council will always seek to minimise the number of days that residents are asked to leave their flat during the daytime. Where households have considerations that the Council needs to know about (for example: young children, people who are disabled, health issues or vulnerabilities) or other circumstances, we will ensure that we ask residents about these and understand these needs before a plan is agreed.

The Council understands that works (whether inside the property or to the wider building or area) will be disruptive and has committed to minimise the disruption as far as is possible. The Lancaster West Neighbourhood Team has a range of support it can offer, including daytrips, workspace, respite space, alternative accommodation and more. You can read more about the support available at <https://www.wearewll.org/en/respite>

How can residents respond to the consultation?

Here are all the ways you can give the Council your views on the proposals or ask for more information. These different ways are to give you choice about how to respond: you can choose the way that best suits you.

	Phone us on 0800 389 2005 to arrange a member of our team to phone you back
	Email us at LancasterWestOffice@rbkc.gov.uk – please let us know your name and address.
	Write to us, remembering to include your name and address. You can write to us (a postage stamp is required) at Lancaster West Neighbourhood Team, Baseline Business Studios Whitchurch Road London W11 4AT or you can place your letter (no stamp required) in the silver post box located outside Baseline Business Studios on Whitchurch Road.
	Talk with the Independent Residents' Adviser during the time that this consultation is open. This is a service provided free of cost to residents. You can contact the Adviser by email lancasterwest@tpas.org.uk or by phoning 0800 731 1619
	Complete our online form at https://www.wearew11.org/en/page/92357 or by scanning the QR code



What is the Council required to do and what will happen next

Housing legislation requires the Council to consult with its Secure Tenants when:

- demolition or improvements are proposed, or
- the way in which homes are maintained, managed or the services enjoyed by Secure Tenants are intended to change, and
- the proposed changes or works will substantially affect tenants and the use of their homes,

No demolition of homes is proposed. This consultation is to seek to the views of Secure Tenants so that the Council can consider their views.

Where can Tenants get independent advice?

Tenants can obtain independent advice during the consultation period from:

- **Independent Residents' Adviser** TPAS – contact by email lancasterwest@tpas.org.uk or by phone 0800 731 1619